

Patient Comments & Complaints

Purpose

To define how patient feedback is handled.

Background

References

Responsibilities

Policy

Positive Feedback

There may be times when a patient gives positive feedback regarding care rendered by one of our residents. That letter/call will be shared with the resident and recorded in his/her file.

There may be times when patient complaints will be registered against a resident. The Hospital has a Patient Relations Department which allows any patient the opportunity to voice any concerns they may have regarding the physician or patient care they received. The Patient Representative has a process for documenting the complaint and following up with the appropriate physician and department. It is the policy of the Emergency Medicine Department that all complaints are forwarded to the Department Head or designee.

They are then screened and input is sought from the staff physician responsible for the care and other caregivers, if necessary. The Associate Department Head will work with the appropriate physician and staff in order to resolve the concerns within 20 days of the original complaint.

A copy of the complaint and the response will be placed in the resident file.

Follow-up communication from the Department Head or Program Director may occur after that review. In addition, a complaint log is maintained by the department and all records are kept on file for 4 years.